

Fountain Chambers
Cleveland Business Centre
1 Watson Street
Middlesbrough
TS1 2RQ
01642 804040



We want to give you the best possible service however, if at any point you become unhappy with the service our Barrister has provided to you or concerns about your bill then you should inform us immediately so that we can do our best to resolve the problem for you.

We have a procedure in place which details how we handle a complaint which is available from our website;

<http://fountainchambers.co.uk/wp-content/uploads/2015/11/FCECP.pdf>

We have eight weeks to consider your complaint.

- You must have tried resolving your complaint with us first but if we are unable to help you then you can have the complaint independently looked at by the Legal Ombudsman.
- The Legal Ombudsman investigates problems about poor service from lawyers.

Their time limits for investigating complaints are:

1. Within six months of receiving a final response to your complaint;
and
2. Six years from the date of act/omission; or
3. Three years from when you should reasonably have known there was cause for complaint (if the act took place more than six years ago).

The act or omission, or when you should have reasonably known there was cause for complaint, must have been after 5 October 2010.

If you would like more information about the Legal Ombudsman their contact details are as follows:

Visit www.legalombudsman.org.uk

Call 0300 555 0333 between 8.30am to 5.30pm.

Calls to 03 numbers will cost no more than calls to national geographic numbers (starting 01 or 02) from both mobiles and landlines, and will be included as part of any inclusive call minutes or discount schemes in the same way as geographic calls. Calls are recorded and may be used for training and monitoring purposes.

For minicom call 0300 555 1777
Email enquiries@legalombudsman.org.uk.

Legal Ombudsman
PO Box 6806,
Wolverhampton,
WV1 9WJ

Do not send original documents to the Legal Ombudsman. They will scan any documents you send us to make computer copies and then destroy the originals.